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30 May 2018

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Landonline Issues

Dear Kathy

NZIS is the peak professional body representing surveyors and spatial professionals in New Zealand. We have some 1400 members, many of whom are significant users of Landonline; spending large portions of their working days within the system working on cadastral surveys.

As you are aware there have been increasing levels of frustration amongst our members due to performance issues that appear to be resulting from the Citrix component of the system.

In a recent briefing with Adam Miller, LINZ Landonline Manager I was advised that LINZ is working to try and resolve these issues for all Landonline users. However, as the key advocacy body for the survey profession, we are receiving a significant increase in volume of complaints from surveyors asking us what LINZ are doing to resolve the current Landonline issues.

The frustration level was recently evidenced in a questionnaire put to NZIS members. Two typical comments are as follows:

“As much as LINZ would like us to, we don’t have the time to call them to log it every time it happens, as the time waiting for them to answer costs money.”

“I thought it was only our business with the problem as we were made to feel that when reporting the problem. I am glad to see some action about this.”

As you will see in Q3, over 50% of the responders have experienced drop-offs more than 10 times from the system. Please see the summary of results in the attached appendix.

Matt Ryder, NZIS Chair of the Cadastral Professional Stream, is also extremely concerned at the proliferation of ‘drop-offs’ from the system as reported by his stream members.

I am aware that many surveyors are unaware of the work LINZ is currently undertaking to resolve the problems that appear to be growing. The issues are seriously impacting their ability to work and this along with the lack of information, perceived or otherwise, about what is being done is causing extreme frustration.

I have been briefed that LINZ have set up a web form 'Report Citrix Connection Issue' to make it easier for surveyors to report Citrix Issues. There has been positive feedback from surveyors on this initiative; members have indicated they felt it was unreasonable to be expected to make a several-minute-long phone calls to the Helpdesk for issues that are occurring in some cases over ten times per day. Thank you for this excellent customer focused initiative - we hope it helps to obtain the information required to address the issue(s).

We are looking to establish a regular update channel with LINZ on this particular issue on the NZIS Website so that we can help inform our members of the work being undertaken to resolve what appears to be a growing frustration. We believe updates on common issues, solutions history and general comments on "what is happening now" may help to alleviate a large portion of the frustration.

I believe a way forward is to arrange an initial meeting to discuss how NZIS and LINZ can work together better to ensure all parties are getting the information they need to solve the Landonline issues as they are identified.

To this end, I look forward to hearing from you shortly on the best way forward for a meeting around this topic.

Your sincerely

A handwritten signature in blue ink, consisting of several overlapping, fluid strokes that form a stylized representation of the name 'Hadyn Smith'.

Hadyn Smith
Chief Executive Officer